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QUALITY POLICY

" Quality Policy of YourCompany" .

For YourCompany,

Mr. Owner
Owner of YourCompany
Month Year

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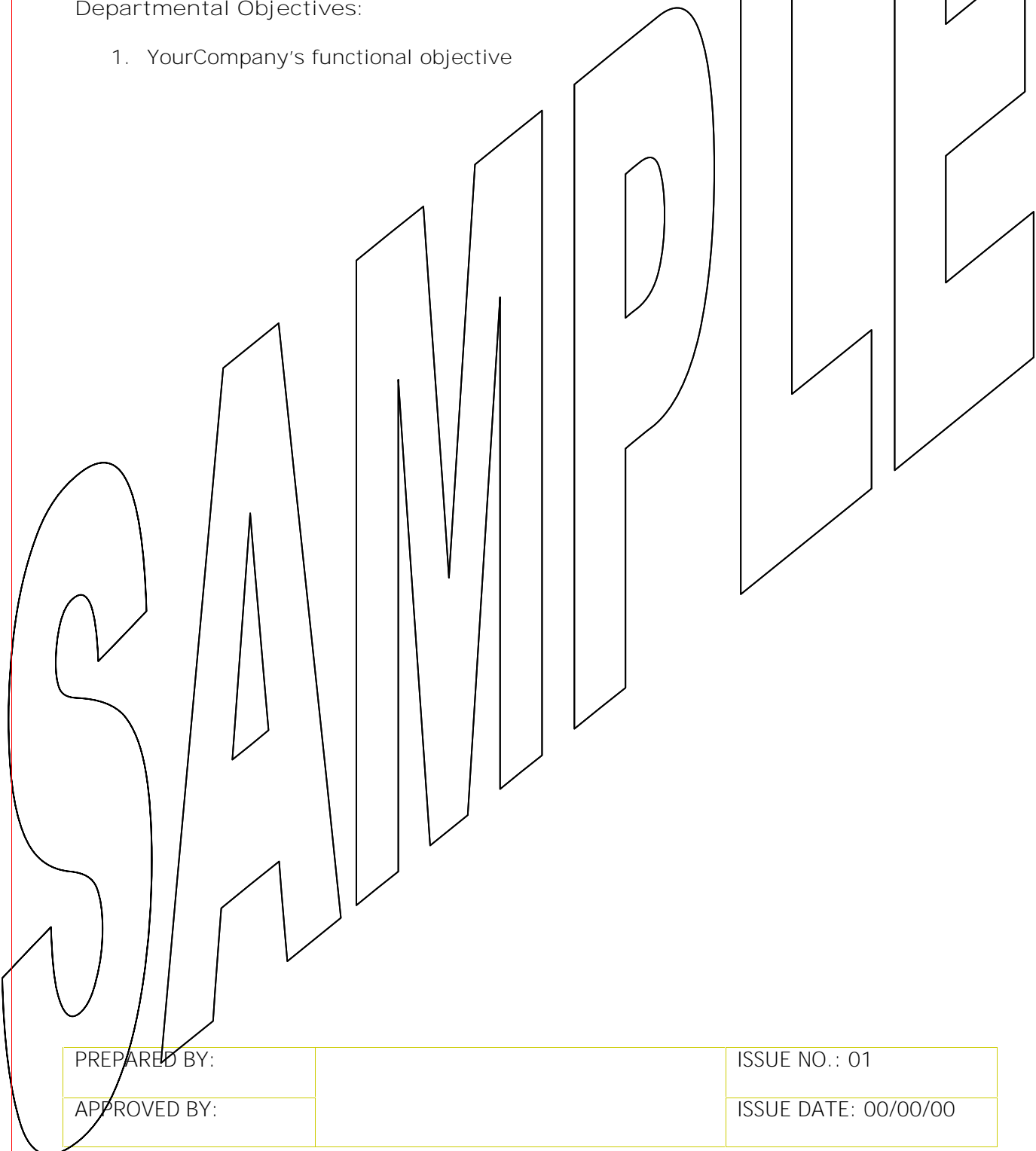
QUALITY OBJECTIVES

Organizational Objectives:

1. Objective of YourCompany

Departmental Objectives:

1. YourCompany's functional objective



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CONFIDENTIALITY

YourCompany reserves the right to refuse access to certain documents, process information and process units on the ground of confidentiality.

Authorization for information disclosure and for plant visits is allowed with approval of Owner.

SAMPLE

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DISTRIBUTION OF MANUAL

Quality manual is a controlled document.

Controlled copies bear the red stamp "CONTROLLED" as per Document and Data Control Procedure; to ensure that these are controlled copies and are always updated.

Other copies are uncontrolled. They are normally distributed to the customers as per request. Distribution is restricted by commercial considerations and these copies are not covered in the Document & Data Control Procedure therefore not updated.

The distribution list is as follows:

COPY HOLDER	FORMAT	COPY NO.
Management Representative	Printed Copy	Master copy
Owner	Soft Copy	01
Certifying body	Soft Copy	02

RESPONSIBILITY OF MANUAL HOLDERS TO UPDATE

An updated 'Amendment Control Sheet' is sent along with Amended document for inclusion in the manual.

Manual holders shall incorporate any new or amended documents in the manuals under their control as they receive along with ACS.

The recipients along with old "Amendment Control Sheet" return superseded pages to the Management Representative.

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INTRODUCTION

YourCompany's profile

SAMPLE

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1.0 SCOPE

This Quality manual covers the Quality Management Systems followed in YourCompany to meet the requirements of ISO 9001:2000 to provide your specific services.

1.1 Exclusions

1.1.1 Clause no. 7.3 of ISO 9001:2000, Design & Development

Clause no. 7.3 of ISO 9001:2000, Design & Development, is excluded from the scope of the Quality Management System of YourCompany.

Justification

Since the business of YourCompany does not include any design & development activity, the clause no. 7.3 is excluded from the scope of Quality Management System of YourCompany.

1.1.2 Clause no. 7.6 of ISO 9001:2000, Control of Monitoring & Measuring Devices

Clause no. 7.6 of ISO 9001:2000, Control of Monitoring & Measuring Devices, is excluded from the scope of the Quality Management System of YourCompany.

Justification

Since no monitoring & measuring device are needed to deliver the services, the clause no. 7.6 is excluded from the scope of Quality Management System of YourCompany.

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2.0 NORMATIVE REFERENCES

Following are the Reference documents used for preparation of this manual.

- a) ISO 9000:2000, Quality management systems-Fundamentals and vocabulary.
- b) ISO 9001:2000, Quality management systems- Requirements.

2.1 ABBREVIATIONS

ACS : AMENDMENT CONTROL SHEET
MR : MANAGEMENT REPRESENTATIVE
MRM : MANAGEMENT REVIEW MEETING.
QSAR: QUALITY SYSTEM AUDIT REPORT.
SOP : STANDARD OPERATING PROCEDURE.
SOC : STANDARD OPERATING CONDITION.
WI : WORK INSTRUCTIONS.

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3.0 TERMS AND DEFINATIONS

Quality

Degree to which a set of inherent characteristics fulfill requirements

Requirement

Need or expectation that is stated, generally implied or obligatory.

Customer satisfaction

Customer's perception of the degree to which the customer's requirements have been fulfilled

Continual improvement

Recurring activity to increase the ability to fulfill requirements

Quality Control

Part of quality management focused on fulfilling quality requirements.

Quality Assurance

Part of quality management focused on providing confidence that the quality requirements will be fulfilled.

Process

Set of interrelated or interacting activities, which transforms inputs into outputs.

Specification

Document stating requirements

Inspection

Conformity evaluation by observation and judgment accompanied as appropriate by measurement, testing or gauging.

Traceability

The ability to trace history, application or location of that which is under consideration

Non-conformity

Non-fulfillment of a requirement

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4.0 QUALITY MANAGEMENT SYSTEM

4.1 GENERAL REQUIREMENTS

Quality Management System is established, documented, implemented and maintained in accordance with the requirements of ISO 9001: 2000

To comply with this:

- a) The processes needed for the QMS are identified. Application of these processes is determined throughout the organization and given as SE-QM-01-ANNEX-II.
- b) The sequence and interactions of these processes are determined and given as SE-QM-01-ANNEX-III.
- c) To ensure effective operation and control of these processes, criteria and methods are determined.
- d) To support the operation and monitoring of these processes, availability of resources and information is ensured.
- e) The processes are monitored, measured and analyzed.
- f) To achieve planned results and for continual improvement of these processes, necessary actions are implemented.

To ensure outsourced product conformity with requirements, controls of outsourced processes are identified within this Quality Management System.

REFERENCES:

- Process Flow Chart (SE-QM-01-ANNEX-II)
- The sequence and interactions of processes (SE-QM-01-ANNEX-III)

4.2 DOCUMENTATION REQUIREMENTS

4.2.1 GENERAL

Documentation hierarchy for YourCompany is summarized in below. Documents referenced in the Quality Manual; system Level Procedures or Work Instructions, Lower level procedures or work instructions and program and project plans are applicable only to the extent specified therein.

The Management Representative verifies the activities governed by the Quality Management System and ensure that they are implemented. Wherever it is felt necessary to have documented procedures other than the essential procedures appeared as "documented procedure" in International Standard ISO-9001: 2000, MR ensures that they are documented. A list of documented procedures is given as LI-QM-01-APPENDIX-I

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The Documentation required by YourCompany, includes the following:

- a) Quality policy statement and departmental objectives are documented.
- b) The structure of documents maintained in YourCompany is as follow:

LEVEL	TITLE	DESCRIPTION
I	Quality Manual	Addresses each section of International Standard (ISO 9001: 2000)
II	Procedure Manual	Supports and adds details to Quality Manual showing who does what and when.
III	PLANT- SOP Manual ,Work-Instructions	Addresses how specific tasks are done. They are located in appropriate work areas in the plant.
IV	Formats, records	Support the above three Levels

REFERENCES:

List of Procedures & related Formats, Records & Work Instructions (SE-QM-01-APPEN-I)

4.2.2 QUALITY MANUAL

- a) The scope of Quality Management System is defined. Any exclusion of the requirement is mentioned with justification as appropriate in section scope of this manual.
- b) The procedures are documented for establishing the quality management system. A list of documented procedures is given as SE-QM-01-APPEN-I.
- c) Core business processes (given as SE-QM-01-ANNEX-II) and Sequence & interaction between the different processes are described in the flow chart as an SE-QM-01-ANNEX-III mentioned above is addressed.

REFERENCES:

List of Procedures & related Formats, Records (SE-QM-01-APPEN-I)
 Process Flow Chart SE-QM-01-ANNEX-II
 The sequence and interactions of processes (SE-QM-01-ANNEX-III)

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4.2.3 CONTROL OF DOCUMENTS

Documents required by the QMS are controlled as per "Document & Data control procedure" which covers following points.

- a) Documents are approved prior to issue.
- b) The documents are reviewed and re-approved to update as necessary.
- c) Issue status indicates changes in the document.
- d) Effective procedure is maintained to ensure relevant versions are available at appropriate point of use.
- e) The documents are legible and readily identifiable.
- f) The documents of external origin are identified and their distribution is controlled.
- g) Obsolete documents are not retained except for master copy.

4.2.4 CONTROL OF RECORDS

- a) Records are established and maintained to provide evidence of conformity to requirements and to ensure effective operation of the QMS.
- b) Records are legible, readily available and retrievable.
- c) "Control of records procedure" is established which defines identification, storage, protection, retrieval, retention time and disposition of records.

REFERENCES:

Procedure for Document and Data Control (SYS-P-01)
Procedure for Control of Records (SYS-P-03)

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